



# FAQ: Connection to Veteran Services

## Frequently asked Questions:

### **1. What does the conversation between the client and the hotline representative look like?**

- a.** Hotline phone conversation will include:
  - i.** Verify veteran status
  - ii.** Veteran needs assessment and eligibility triage
  - iii.** Provide resources
  - iv.** Develop housing plan

### **2. How do they verify their veteran status?**

- a.** Veteran partners have to verify their veteran status.
- b.** A question you could ask the client is if they have to access their DD214 or other military documents/ID.

### **3. What happens if the client doesn't have their DD214 or military documents/ID?**

- a.** The Veterans Assistance Commission (VAC) can help them obtain their DD214.
  - i.** Call VAC by phone: **217-753-6680**
  - ii.** Email VAC: [veterans@sangamonil.gov](mailto:veterans@sangamonil.gov)
- b.** The VA hotline can also help with confirming veteran status.

### **4. What happens after this with housing and the VA?**

- a.** After veteran services verifies the clients status, those partners will set up an appointment to get connected with the client.
- b.** Engage in a conversation with the client about documentation
  - i.** ID
  - ii.** Birth Certificate
  - iii.** SS Card

**5. How long will the connection to housing via veteran/COC programs going to take?**

- a.** There isn't a specific timeline to share with the client. You can explain that the timeline is based on document readiness and unit availability.
- b.** Reassure them that they will be assisted throughout the entire process.

**6. Should the veteran get a coordinated entry assessment?**

- a.** Yes, if the client is eligible for Coordinated Entry, they should be assessed.
  - i.** Eligible for CE if:
    - 1. Literally homeless
    - 2. At imminent risk of homelessness
    - 3. Actively fleeing domestic violence